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Class Specifications  
for the Class:

WORKFORCE DEVELOPMENT PROGRAM OFFICER  
(WORKFORCE DEV PRGM OFFCR)

**Class Distinguishers:**

Managerial Responsibility: This class reflects responsibility for program development, evaluation and technical services for the statewide workforce development program; the securing of federal funding to implement, maintain and enhance the program goals and objectives; and advising the Workforce Development Administrator and its branch managers toward the achievement of program objectives.

Complexity: The position in this class is responsible for planning, organizing, directing, controlling and coordinating activities of program specialists, through subordinate supervisors, engaged in planning, developing and evaluating basic workforce development service activities, and special employment and training programs including apprenticeship programs, for job applicants, workers, and industry throughout the State. Work is performed in accordance with applicable State and federal laws, rules, regulations and workforce needs; and involves coordinating the implementation of program activities between segments of the division and federal, State, county and other private and public organizations.

Personal Contacts: Personal contacts are extensive and include representatives of State, federal, county, and private agencies; labor unions; educational and training institutions; various occupational organizations; commissions; community groups; and division personnel responsible for day-to-day workforce development operations, to plan, organize, direct and implement employment and training programs, and establish good working relationships for workforce development and utilization.

Full Performance Knowledge and Abilities: (*Knowledge and abilities required for full performance in this class.*)

Knowledge of: State and federal laws, rules and regulations pertaining to employment service (e.g., labor, employment, veterans, equal employment opportunity, occupational safety and health, etc.) and employment training

programs, and thorough understanding of standards and requirements; national and State labor market conditions, employment trends and industrial conditions; federal grant proposal requirements; community resources, labor organizations, veterans groups, educational institutions, and other public entities at the local and national levels; State workforce development program goals, policies and procedures; departmental rules and regulations; budget development; research and report writing methods and techniques; public relations; and principles and practices of supervision.

Ability to: Plan, organize, direct and coordinate activities of subordinates involved in planning, developing and evaluating workforce development programs; interpret and apply various employment service and employment training program standards and requirements to specific employment needs; formulate and develop program policies, standards, procedures and budgets; prepare federal grant proposals and negotiate program funding; analyze and evaluate plans and take corrective action; develop comprehensive written reports; speak and write effectively; meet and elicit the cooperation of, and establish and maintain effective working relationships with associates, committees, representatives of community groups, organizations, and other governmental agencies; prepare legislative testimony; and supervise the work of others.

**Examples of Duties:** *(The sole position in this class may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Plan, organize, direct, coordinate and control the activities of program specialists engaged in planning, developing and evaluating workforce development services activities, and employment and training programs.
2. Plan and develop program goals and objectives within the framework of federal guidelines and based on the needs of local offices, applicants, employers, counties, State and local workforce boards, and the community.
3. Clarify and interpret laws, rules, regulations, policies, procedures and directives, and new program initiatives to insure uniform understanding and application.
4. Direct and assist staff supervisors in planning and organizing staffing patterns to meet program needs; and

- ensure that production requirements and critical time schedules are met.
5. Review and evaluate the overall functions and activities of the office for effectiveness; and develop and implement corrective action plans.
  6. Analyze economic and occupational data; coordinate the planning and development of federal and State program plans and budgets; and recommend to the Administrator program plans and budgets, and allocation of program goals and resources to divisional branches and sections.
  7. Develop organizational plans and operating procedures for implementation within the division.
  8. Review and analyze State and federal workforce development and related legislation; and prepare legislative testimony and/or comments.
  9. Review and approve operational policies, procedures and guidelines for programs developed by subordinates; and provide guidance in resolution of complex issues in program implementation.
  10. Direct and assist project directors of subgrantee organizations (e.g., counties, occupational organizations, educational institutions, private or public agencies, etc.) in developing program plans and operating and administrative procedures; and provide training and other technical assistance.
  11. Coordinate various subgrantee efforts in each county to minimize duplication of efforts and increase utilization of all available resources.
  12. Conduct regular meetings with project directors to provide program direction; review and analyze operational reports and other documents to determine deficiencies and problem areas, and formulate plans for improvement; prepare strategies for needed actions; and prepare written directives or policy, based on program administrative decisions, for the Administrator's issuance to appropriate parties.
  13. Conduct and/or participate in advisory council meetings to obtain recommendations regarding program plans, to provide continuing analysis of needs for employment training, and to improve the utilization and coordination

of delivery of such services.

14. Plan and/or participate in a public information program to stimulate interest in and gain public acceptance and cooperation of the various workforce development programs.
15. Participate in the development and maintenance of effective working relationships with officials of business establishments, unions, training institutions, and other public and private organizations to enhance interest and success of the program.
16. Participate in senior supervisory staff meetings with the Administrator to coordinate activities and develop cohesive statewide strategies, policies and procedures.
17. Conduct and/or participate in meetings with county mayors and officials, State department directors or their representatives, U.S. Department of Labor representatives, organized labor, various agencies, etc., to establish good working relationships and discuss and resolve major workforce development problems.
18. Plan, direct and/or participate in the implementation of training programs for other agency personnel or officials from foreign countries on matters related to workforce programs.
19. Determine need, conduct and/or provide opportunities for staff training and development.
20. Take appropriate action on personnel matters, including disciplinary actions and grievances.

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This is the first specification for the new class,  
WORKFORCE DEVELOPMENT PROGRAM OFFICER (WORKFORCE DEV PRGM  
OFFCR).

Effective Date: 12/16/1996

DATE APPROVED: 04/28/2000

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MIKE MCCARTNEY

Director of Human Resources Development